

COMPLAINTS HANDLING POLICY FOR CLIENTS OF "TRADING 212" LTD

GENERAL PROVISIONS

Trading 212 is the trade name of Trading 212 Ltd (the Company). The Company is established in the Republic of Bulgaria (registered number 201659500) and is licensed by the [Financial Supervision Commission](#) (license RG-03-0237).

The purpose of these Rules of the Company (Rules) for handling customer complaints is to establish, apply and maintain effective and transparent policies and procedures for complaint management, which guarantee due review of the complaints received by existing or potential customers. According to these Rules, each written statement of dissatisfaction to the Company by retail and professional customers in relation to the provided investment services is a complaint. The Rules, in their updated version, are available and accessible for free on the web page of the Company <https://www.trading212.com/> and in the office of the investment intermediary. These Rules are not part of the Contract between the Company and the customer, nor of the applicable General Provisions, but are an independent document, which the client should be familiar with prior to signing the Contract.

COMPLAINT REVIEW PROCESS

Each existing or potential customer, who is not satisfied with the services provided by the Company, shall be entitled to filing a complaint to the said Company free of charge.

The existing/potential customer may contact the Customer Service department of the Company by telephone at +359 0800 20 111 or send an email to info@trading212.com. The employees in the Customer Service department are prepared to answer customer questions and requests, and the customers shall also be entitled to make their request in the form of a complaint also to the Legal Compliance Unit of the Company.

Customers may file written free text complaints to the Company, in one of the following manners:

1. by sending it to the Company address: the city of Sofia, 3 Lachezar Stanchev Str., 10th floor, postcode 1756, to the attention of the Legislative Compliance Unit;
2. on-site at the Company's office in the city of Sofia, stated in item 1;
3. by sending an email to: compliance@trading212.com

Regardless of the method of submission of the complaint, the customer should include at least: name and surname, customer number, detailed description of the circumstances, of which they are not satisfied, and respectively the number of the position in the dispute.

In their claim, the customer should state in detail the circumstances, which provoked them to file a complaint and which became the reason for the dissatisfaction of the Company services. The Legislative Compliance Unit acts independently from the other Company departments and conducts an unbiased inspection of the customer case. If additional information is necessary, the Company shall contact the complainant.

The Legislative Compliance Unit shall prepare a final written response/opinion to the complainant, which is to be sent within 10 (ten) working days from the date of receipt of the complaint, and where the complaint is reviewed at a meeting of the managers - within 3 (three) working days from the date, on which the meeting of the managers was held.

In the event that the complaint is characterized by a legal and factual complexity, this deadline may be extended, but shall not exceed 20 (twenty) working days. If in the course of the review of the complaint, correspondence with the client is exchanged, and they are required to provide additional information/documents, or they submit such information without having been asked to do so, then the deadline for delivering the opinion of the Company may be extended accordingly. The overall deadline for response/opinion is defined on a case by case basis and the deadlines cannot be accumulated.

As a result of the complaint and all established facts and circumstances, the Company shall take specific actions towards the customer that could range from full recognition of the merits of the complaint to partial recognition or complete rejection of the complaint as groundless and unreasonable.

Depending on the aforementioned, the customer may be offered full compensation for all damages incurred/loss of profits, partial remedy for their claims, or full refusal to satisfy their claim. The investment firm is not permitted to impose sanctions of any kind, including to demand payment of fees from the customer/potential customer filing the complaint, or in general to treat the customer unfairly in any way whatsoever in connection with the filing of the complaint.

The submission of the complaint shall not be the only remedy for the customer. If not satisfied with the actions taken by the Company in connection with the complaint, the client is entitled to bring a civil action /to refer the matter to the competent court in accordance with the existing legislation/ and/or to seek to resolve the dispute in an alternative way through the Financial Supervision Commission or the Customer Protection Commission.

During the complaint handling process the Company shall comply with the following rules:

- It shall review customer complaints in a timely manner and without any unjustified delay, in accordance with deadlines laid down in these Rules;
- It shall require no fees upon submission of a complaint;
- The Unit for Legislative Compliance shall prepare a response to any customer complaint, it being mandatory to send the above to the complainant as well;
- The opinion prepared by the Unit for Legislative Compliance for the client shall be expressed in a clear and easily understandable language;
- An employee of the Unit for Legislative Compliance shall file any received complaint under a unique number in the Complaints Register kept by the Company;
- Entries in the Complaints Register are made electronically;
- The Company shall notify the Financial Supervision Commission about the number and summary content of the written customer service complaints, received during the last quarter, as well as the results of their review by the 15th day of the month in which the new quarter starts;
- The Unit for Legal Compliance shall analyze data from the complaints and their handling with the intention to guarantee establishing and removal or minimization of the risks, including systemic risks and problems, including such that remained hidden until the moment of the complaint, and in consideration of accounting, evaluation and removal or reducing other risks - operational or other risks in accordance with the Rules of the Company, related to the risks.

An alternative body for resolution of disputes related to the Company activities is the Sector Mediation Commission to the Commission for Customer Protection, for review of disputes in the field of activities and services within the Law on Markets of financial instruments, with address in the city of Sofia 1000, 4A Slaveykov Square, telephone +359 2 9330 590, web page www.kzp.bg and e-mail: adr.finmarkets@kzp.bg

If the complainant is residing and established in the European Union, they may also take advantage of the services of the electronic platform for online resolution of customer disputes of the European Commission for out-of-court resolution, accessible on the following link: <https://ec.europa.eu/customers/odr/main/index.cfm?event=main.home2.show&lng=BG>

FINAL PROVISIONS

With these Rules, the client shall be considered informed of the deadlines for review of the filed complaint. These Rules shall be accepted by the Managers on the grounds of Article 26 of Delegated Regulation 565/2016 in connection with Article 40, Paragraph 1, Point 11 of Ordinance No. 38 of May 21, 2020, on the requirements for the activities of investment intermediaries.

These Rules are to be reviewed and assessed by the Managers of the Company on an annual basis, and in case of omissions and/or necessity, the managers shall update the Rules by approving amendments and supplements thereto. Notwithstanding the aforementioned, the Managers shall approve amendments and supplements to these Rules whenever they consider necessary.

The Managers of the Company may issue orders and instructions on the implementation of these Rules.

These new Rules have been adopted with a Decision of the Managers from January 29, 2021, and they revoke the Rules adopted earlier on March 26, 2018.